

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

ADMINISTRATIVE SUPPORT SPECIALIST

FLSA STATUS:
Non-Exempt
~~Current class of Labor
Relations Secretary is
Exempt~~

CLASS SUMMARY:
The Administrative Support Specialist is the third level in a five level Administrative Support series. Incumbents are responsible for providing administrative and secretarial support to a division head, including complex data entry, preparing reports for management review, ~~conducting research and data analysis, training and advising staff on division policies and procedures, managing division calendars and schedules, and performing other related activities requiring initiative and independent judgment.~~

The Administrative Support Specialist is distinguished from the Senior Administrative Support Technician by its responsibility for performing journey level administrative support activities for a Division head. The Administrative Support Specialist is distinguished from the Executive Assistant, which is responsible for performing administrative and secretarial support to a Department Director in a highly specialized area.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY
1.	May serve as a lead worker to other employees, which includes: prioritizing and assigning work; determining completion of work; and, training staff on work methods.	Varies 0 – 10%
2.	Provides advanced administrative support to a Division head, which includes: preparing and proofing reports, forms, and correspondence; updating internal manuals; monitoring the accuracy and implementation of applicable updates to division materials; making travel arrangements; maintaining calendars; overseeing and maintaining office filing system; prescreening mail; answering and monitoring phones; taking and transmitting messages; and/or, performing other related duties.	Daily 20%
3.	Initiates and maintains a variety of files and records which may include routine business documents and sensitive and/or confidential documents.	Daily 15%
4.	Prepares, processes, receives, sorts, and distributes a variety of reports, lists, correspondence, packets, payments, billings, payroll information, permits, receipts, purchase orders, requisitions, invoices, check requests, department materials, deliveries, and/or other related information.	Daily 10%

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY
5.	Creates a variety of business documents, which may include: memorandums, applications, brochures, letters, agreements, contracts, flyers, newsletters, and/or other related items.	Daily 10%
6.	Responds to routine and sensitive requests for information and assistance; provides information regarding applicable <u>Federal, State and Local laws</u> , rules, policies, and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.	Daily 10%
7.	Participates in routine, <u>Committee</u> , Commission, City Council, and/or Board meeting support activities, which includes: scheduling meeting rooms; preparing agendas, minutes, and legally-required postings; taking and disseminating meeting minutes; preparing Board orders; creating and maintaining historical meeting records; and/or, performing other related activities.	Weekly 5%
8.	Maintains appropriate inventory levels within assigned area of responsibility; requisitions supplies to ensure availability in support of efficient division operations.	Monthly 5%
9.	Participates in monitoring division budget and processing and maintaining related documents and records.	Monthly 5%
10.	Performs a variety of research related to assigned area of responsibility; compiles findings and makes recommendations based on findings, procedural changes impacting the processing and/or workflow of clerical-related activities. <u>(Need intent)????</u>	Monthly 5%
11.	<u>Monitor, order and restock office supplies and materials.</u>	Monthly 5%
12.	Performs other duties of a similar nature or level.	As Required

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Deleted: Monitors and restocks office supplies and materials; initiates the replenishment of applicable inventory and supplies.

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

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Positions assigned to Personnel may be responsible for:

- Researching, compiling, and analyzing data for negotiations, special projects, and various reports;
- Creating and maintaining Civil Service Board and discrimination/harassment files;
- Logging and processing disciplinary actions;
- Setting up liability claims and monitoring the timely processing of such claims;
- Processing FMLA correspondence;
- ~~Processing appropriation transfers for new equipment and staffing;~~
- Providing technical assistance for network and/or specialized personnel software.
- Prepare and distribute subpoenas.
- Research and interpret MOU, City and Departmental policies, rules and regulations.
- Planning and coordinating the City-wide bilingual testing program.

Deleted: <#>Coordinating new hire procedures;¶

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Positions assigned to the Fire Department may be responsible for:

- Planning and coordinating special events and projects;
- Creating and maintaining operating manuals;
- Monitoring and maintaining checking account for State-sponsored training reimbursement program.

Positions assigned to the Police Department may be responsible for:

- Scheduling ride-alongs;
- Performing criminal history checks;
- Processing public information requests;
- Processing risk claims;
- Assisting with the processing of internal affairs investigations and cases.

Positions assigned to Planning & Development may be responsible for:

- Coordinating the routing of entitlement packages;
- Coordinating the development and updating of division website information
- Maintaining project files and indexes
- Coordinating project clearances
- Auditing the issuance of permits
- Preparing and issuing Certificates of Occupancy
- Coordinating procedures between public and City staff

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Positions assigned to Purchasing may be responsible for:

- Maintaining vendor information;
- Preparing invoices for payment;
- Maintains requirements contract listing log.

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Fleet may be responsible for:

- Maintaining safety sensitive position employee listing;
- Monitoring employee certifications;
- Coordinating vehicle servicing and testing activities.

Positions assigned to Transportation may be responsible for:

- Analyzing the effectiveness of maintenance and material management software;
- Analyzing financial and fleet management reports;
- Assisting in the procurement of vehicles;
- Monitoring program compliance with applicable Federal, State, and Local reporting requirements.

Training and Experience (positions in this class typically require):

- Associate's Degree and three years of related experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Budget administration principles and practices;
- General writing principles and report writing techniques;
- Office procedures, principles, practices and equipment;
- Recordkeeping principles and practices;
- Administrative support operations and procedures in assigned area of responsibility;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Proper grammar, punctuation and spelling;
- Filing principles and practices.

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Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer services
- Participating indirecting division operations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Exercising judgment and discretion
- Using proper English, grammar, punctuation, and spelling
- Compiling and analyzing data and information
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Monitoring and maintaining supply and material inventory
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Analyzing a variety of statistical data and information and making recommendations based on findings
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Maintaining confidentiality
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: bending, kneeling, lifting, reaching, standing, stooping, walking, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)
Date: 12/2007